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Consideration for Others

Understanding the Communication Process

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Agenda

- Effective Communication
- Communication Process
- Modes of Communication
- Communication Barriers
- Cross-Cultural Misunderstandings
- Barriers to Cross-Cultural Communications
- Accents
- Conclusion

Effective Communication

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- Definition
- Guidelines
- Congruent behavior
- Incongruent behavior

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Elements of the Communication Process

- Source
  - Encode
    - Message
      - Decode
        - Destination
          - Feedback

Styles of Communication

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- Friendly, sociable, or playful
- Directive, persuasive, demanding, evaluative, blaming, or praising
- Speculative, tentative, uncertain, searching, reflecting, exploring, or intellectual
- Disclosing, revealing, explicit, responsive, accepting, and aware

Communication Barriers

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- Language barriers
- Different communication styles
- Physical barriers
- Perceptual barriers
- Noise

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Cross-Cultural Misunderstandings

- Social courtesies
- Flow of information
- Assertiveness
- Honesty

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Frequent Complaints About Those Who Speak English As A Second Language

- They are impolite and do not show proper respect
- They will not admit when they do not understand something
- They do not know how to get along with others
- They stick together and speak their own language
- They will not be direct, or even get to the point
- They cannot be trusted and do not inspire confidence

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Barriers To Cross-Cultural Communications

- Songs, symbols, and gestures
  - Accents
    - Jive and Jargon
      - Lack of trust

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Signs and Gestures

- Malcolm “X”
- Confederate flag
- Handshakes
- Peace sign
- Political caricatures
- National flags
- Clenched fist

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Accents

- Americans often react negatively when listening to people with strong foreign accents
- Indifferent when someone is struggling with the English language
- Can lead to other assumptions and biases

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Questions